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PTO/SB/21 (08-03)

Approved for use through 8/30/2003. OMB 0651-0031

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<b>TRANSMITTAL FORM</b> <i>(to be used for all correspondence after initial filing)</i>	Application Number	09/475,765
	Filing Date	December 30, 1999
	First Named Inventor	Hamer, Eric
	Group Art Unit	2143
	Examiner Name	Nguyen, Phuoc H.
Total Number of Pages in This Submission	Attorney Docket Number	KEYNP005

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<input type="checkbox"/> Certified Copy of Priority Document(s)	Remarks	The Commissioner is authorized to charge any additional fees to Deposit Account 50-1652.
<input type="checkbox"/> Response to Missing Parts/Incomplete Application	In response to the Office Action mailed May 21, 2004, please make the enclosed of record.	
<input type="checkbox"/> Response to Missing Parts under 37 CFR 1.52 or 1.53		

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT	
Firm and Individual name	RITTER, LANG & KAPLAN LLP Gary T. Aka Reg. No. 29,038
Signature	<i>Gary T. Aka</i>
Date	July 13, 2004

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Appln. No. : 09/475,765  
Applicant : ERIC HAMER et al.  
Filed : December 30, 1999  
TC/A.U. : 2143  
Examiner : PHUOC H. NGUYEN

Confirmation No.: 6830

Docket No. : KEYNP005  
Customer No. : 26541  
Title : METHOD AND SYSTEM FOR EVALUATING  
QUALITY OF SERVICE OVER THE INTERNET

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**RESPONSE D**

Sir:

In response to the Office Action mailed May 21, 2004, please amend the above-identified application as follows:

**Amendments to the Claims** are reflected in the listing of claims, which begins on page 2 of this paper.

**Remarks/Arguments** begin on page 6 of this paper.